

NICOLE KARBERG
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563.321.7949

As a Magna Cum Laude graduate at SNHU with a B.S. in Criminal Justice and a minor in Psychology, I am passionate about our legal system and the complexities being addressed into society. I am interested in contributing to society within a liaison position, fraud investigations, victim witness advocate or legal advocacy.

Throughout my career at SNHU I have studied various societal roles within the criminal justice system. Analyzing different approaches to mental health victims and debating those issues has broadened my understanding of strategies used in the courtroom and within my community.

Moving forward, I aspire to pursue a career that allows me to make a positive impact on society while also promoting justice and equality. I am committed to ensuring treatment within the criminal justice system. <https://www.linkedin.com/in/karbergn>

Objective:

Motivated criminal justice major seeking entry-level position in Special Investigations Unit (SIU), leveraging academic background and practical skills to contribute effectively to investigating and preventing fraudulent activities.

Skills Summary

- Administrative Or Clerical
- Bookkeeping, Office Management
- Business Planning
- Canva
- Communication
- Communication Skills
- Criminal Justice
- Customer Relationship Management
- Customer Service
- Data Analysis
- E Commerce
- Health Care
- Healthcare Non-Physician Non-Nurse
- Human Resources
- Leadership
- Marketing
- Microsoft Excel, Office, PowerPoint, and Word
- Office Management
- Organization
- Organization Skill
- Problem Solving
- Psychology
- Public Relations
- Service Orientation
- Social Media
- Social Work
- Teamwork
- Time Management
- Typing Skills

Education

B.S in Criminal Justice w/ a minor in Psychology. G.P.A. 3.69

Southern New Hampshire University

B.S. in Criminal Justice with a minor in Psychology (anticipated graduation Sept. 2024)

Honor roll student.

Honor society recipient.

National Honors Society.

National Society of Leadership and Success.

Magna Cum Laude graduate.

Experience

Carroll County State's Attorney's Office

Victim Witness Advocate July 2024 – present

As a professional Victim Witness Advocate, I provide direct support to victims and witnesses of crime throughout the legal process. In my position, I work closely with the prosecution team, law enforcement, and court personnel to ensure that victims and witnesses understand their rights, are kept informed about the progress of their cases, and receive the necessary services.

Key responsibilities:

- Provide emotional support and guidance to victims and witnesses of crimes.
- Explain the compensation program through VCVA.
- Inform victims of their legal rights under the state's victim protection laws and statutes.
- Assist in preparing victims for court appearances, explaining court procedures, and providing updates on case development.

Case Management:

- Maintain ongoing communication with victims and witnesses regarding court dates, hearings, and case outcomes.
- Coordinate necessary services, such as counseling, safety planning, and referrals to community resources.
- Serve as a liaison between the victim/witness and the prosecutor, ensuring the victims needs are considered during case preparation.

Court Accompaniment:

- Accompany victims and witnesses to court proceedings when necessary.
- Assist victims with preparing a victim impact statement for sentencing hearings.

Crisis Intervention:

- Provide immediate support and referrals in crisis situations, including safety planning for victims in need of protection.

Resource Coordination:

- Collaborate with social service agencies, shelters, counselors, and other community resources to connect victims with needed services.

Documentation and Reporting:

- Maintain detailed case files, documented services provided, and report case outcomes to relevant parties.
- Assist in compiling statistics on services provided for grant reporting purposes.

Ensuring victims and witnesses feel supported and informed throughout the legal process. This may mean helping victims who may feel overwhelmed or intimidated by the courts. I am passionate about this position and what I do every day to help victims.

24-Hour Care, LLC Galena, ILCommunity Relations Manager November 2017 – July 2024

Cultivated and maintained relationships between healthcare professionals and 24-Hour Care, demonstrating strong interpersonal skills and the ability to engage with diverse stakeholders, a valuable asset in community policing and outreach initiatives.

Effectively communicated with community members to understand their needs and concerns, demonstrating empathy and active listening skills, essential for building trust and rapport, traits crucial in law enforcement interactions.

Established and maintained a network of contacts within the community, including local organizations and leaders, showcasing the ability to collaborate with diverse groups and mobilize resources, skills applicable in crime prevention programs and community policing efforts.

Identified challenges within the community and developed effective solutions, demonstrating problem-solving abilities and initiative, essential for addressing social issues and implementing crime reduction strategies.

Utilized social media platforms to enhance community outreach, engaging with residents online and managing the organization's online reputation, highlighting proficiency in communication technology, useful for disseminating public safety information and promoting community engagement initiatives.

Produced monthly newsletters and mailings to Veterans and Personal Care patients, showcasing strong written communication skills and the ability to disseminate information effectively, qualities valuable in creating public awareness campaigns and educational materials on legal rights and responsibilities.

Wyndham Vacation Galena, IL

Marketing Coordinator January 2015 – October 2017

Developed and implemented marketing strategies to promote services and engage target audiences, demonstrating proficiency in strategic planning and communication skills.

Collaborated with sales representatives to inform potential clients about the Galena area, focusing on timeshare owners, showcasing strong interpersonal skills and the ability to tailor communication to diverse audiences.

Managed coordination and scheduling of meetings with sales representatives, ensuring timely and efficient communication between stakeholders, highlighting organizational and time management abilities.

Conducted daily reconciliation of gifting credit cards, requiring attention to detail and accuracy in financial reporting, skills essential for analyzing evidence and documentation in criminal investigations.

Maintained records and reported to upper management, demonstrating accountability and transparency in compliance with company policies and procedures, traits valuable in maintaining integrity and adhering to legal regulations in the criminal justice system.

Legal Skills

- Understanding criminal law and legal procedures.
- Knowledge of relevant statutes and regulations.
- Analyzing situations objectively and making informed decisions.
- Problem-solving in dynamic and challenging environments.

Communication Skills:

- Clear and concise verbal and written communication.
- Interacting effectively with diverse individuals and groups.
- Collaborating with law enforcement, legal professionals, and community stakeholders.
- Working together in a team-oriented environment.

Ethical Decision-making:

- Upholding high ethical standards in decision-making.
- Balancing justice with fairness and integrity.

Volunteer work

- Retired Senior Volunteer Council Member, monthly meetings or Senior Corp
- Medical Reserve Corp or MRCIL
- Mental Health Interest Committee

Certification:

- FEMA Emergency Management Institute award or ICS-100
- National Society of Leadership and Success
- Honors society
- Magna Cum Laude SNHU Graduate 2024

Professional references:

- Karan Lawler, Retired owner of Galena Cellars – 563-580-0562
- Shauna McLane, Operations Manager, Federal Compass - 815-858-4145
- Nick Keleher, Motorola Project Manager - 815-281-0365
- Michael Davis, Senior Officer Specialist (Thompson State Penitentiary) - 815-908-0028
- Amy Finn, Program Facilitator for a Day Treatment Facility for Children with Emotional Disabilities – 815-858-4933